

**Medicaid Infrastructure Grant
Transportation Workgroup
Meeting Summary
February 21, 2007**

Present: Jim Quick, George Ducharme, Varian Salters, Joyce Armstrong, Ricardo Almeida, Lisa Rivers, Jayne Kleinman, Robin Wood

Staff: Glendine Henry, Dawn Lambert, Cathy Ludlum

The meeting was called to order at 10:05 a.m.

Lisa Rivers from Department of Transportation (DOT) reported on the transportation initiatives DOT is working on. Some of the initiatives include the New Freedom Initiative, 5310 funding, and Job Access and Reverse Commute. Lisa also reported on the collaboration between DOT and INFOLINE.

DOT is researching the possibility of having INFOLINE provide telephone and web-based information and referrals to individuals who call 211 regarding transportation. DOT met with INFOLINE regarding the transportation resources in the northwest region. There is a 30-page list of resources in the INFOLINE database that must now be sorted and INFOLINE is going through the process to change their database to accommodate this initiative. INFOLINE is creating a script with DOT's assistance to determine how much and what information will be given to callers who use 211.

Dawn Lambert stated that collaboration with existing providers to work with DOT's and INFOLINE initiative is critical. Lisa indicated that transportation across town lines difficult and is even more difficult across state lines. Dawn also reported on her research of websites including Pepsico and Xerox and encouraged workgroup members to view these sites for innovative ideas.

The workgroup also began discussion regarding parameters/criteria for employer awards at the next Employment Summit, June 27, 2007 at the convention center in Hartford.

The New Freedom Initiative funding is looking at providing accessible taxis vs. sedan services and other subsidy programs. Lisa also reported that it would cost approximately \$46,000 to develop the accessible transportation guide **Getting on Board** for the Northeast Region, similar to the guides currently available in the northwest, south central and southwestern regions of the state. The time line for the development, printing and distribution of the guide would be March to September 2007. It would cost an additional \$40,000 to print and distribute 15,000 copies of the guide.

The workgroup also discussed the FedEx software system of tracking, locating and providing services to their customers and wanted to know if a similar resource mapping system could be implemented on a local level to provide transportation options to individuals needing transportation.

Robin Wood provided information on the Massachusetts Transportation Options Project that uses Navigators (Mobility managers) to assist individuals with their transportation needs. The Massachusetts Rehabilitation Commission developed a Rural Transportation Coalition Initiative Resource Guide and the workgroup would like to invite a representative from Massachusetts to present information at the next workgroup meeting, if possible.

The workgroup also discussed the possibility of placing the CT transportation guides **Getting on Board** on the MIG website when completed. Concerns were raised about keeping the guide updated and who would be responsible for the providing changes on the website. The use of state cars was discussed and Robin reported that there are implied and written rules regarding the request and use of state cars.

Jayne Kleinman raised concerns regarding the medical model of transportation used by the Department of Social Services and the Department of Administrative Services contracts. Jayne wanted to know if the contracts could be changed to allow for non-medical transportation.

Varian and Jim reported on the TRIPS123.com website. They researched the sites for content and to see how user-friendly the websites were. Varian reported that he found it difficult to find information for a trip from Manchester to Hartford. Varian will look at another website CTRides.com and report his findings at the next workgroup meeting.

The workgroup reviewed the website that Mintz and Hoke is developing. Workgroup members were encouraged to review the transportation module distributed and provide feedback to Mintz and Hoke in order to meet the deadline for input regarding the website construction.

Meeting adjourned at 12:15 p.m.